



Case Study

Consultancy
Customer Service

Without doubt, the implementation of support has answered customer needs regarding technical support service; now more agile thanks to the high connectivity and immediacy of the service



The company: TAO

TAO offers consultancy and implementation services for software solutions and integration systems for Public Administration (local and national). Currently, TAO offers its services to more than 500 public entities in Spain, Portugal, Mexico and Andorra.

The TAO's clients include 7 Ministries of Spanish Administration, 14 out of the 17 Autonomous Governments, 17 County Councils, 4 Parliaments, 2 Audit Offices, 55 out of the 117 most important City Councils of Spain, 40% of the City Councils and 10 Public Universities.

In 2003, TAO achieved a turnover of 19 million euros and employed 262 staff. TAO belongs to Gedas Iberia Group that offers technological solutions and consultancy for the improvement of business processes in Automotive, Public Administration and other industry sectors.

Thanks to support remote control solution, TAO has optimized, in a short time, the efficiency and speed of its technical support service, improving customer satisfaction.

Company: TAO

- TAO offers consultancy and implementation services of software solutions
- Market: Spain, Portugal, México and Andorra.
- Turnover in 2003: 19M euros
- Employees in 2003: 262
- Market share: 40% of the City councils

However, solving the customers' doubts over the phone was not, on many occasions, the best channel because the operator could not have access to the client's computer and solve the incident efficiently and quickly.

At the same time, if the client needs an archive or program, TAO had to send it by e-mail.

For all these reasons, TAO assessed that support costs were very high and must be reduced.

Meanwhile, new technological solutions of remote control were appearing in the market that could make the support department more efficient. But the products tested by the company did not deliver the expected results.

Prior to the implementation of support

Every day, TAO's support received an average of 300 phone calls that were managed by a team of 20 operators. Without doubt, the service portfolio that TAO offers to Public Administrations (Call centers, e-mail or chat, information storage service, citizen's transactions and companies) produces an important workload.

Situation prior to support

- Every day, support service received an average of 300 phone calls that manage a team of 20 operators.
- The remote control connection was slow and difficult, delaying the incident resolution
- Archive and programs send by e-mail to the client
- The support costs were very high

First, due to the increase in customer satisfaction: Thanks to support the support service is more agile. A remote control session can be launched after the installation of a very small (less than 60kb) Active X control. The service could be used by a client without technical knowledge.

Secondly, due to the costs reduction in the support service: Now TAO can make remote control sessions with support from any computer connected to the Internet. Besides, it is not necessary to configure ports and can negotiate the majority of NAT, firewalls and proxies.

(NIST) to be the American Encryption Standard (AES).

Without doubt, the implementation of support has answered customer needs regarding technical support service; now more agile thanks to the high connectivity and immediacy of the service; more usable because it can be used from any computer with Internet connection; and more efficient because it can solve client's doubts by accessing directly to his computer, which improves extraordinary the communication between the operator and the client.

After the implementation of support

At the end of September 2004, TAO decided to implement support Technical Support in license mode for 10 operators.

The main goal was to have permission based remote access to the clients' computers. Since then, an average of 50 remote control sessions are launched per day and the majority of them immediately solve the clients' doubts.

Now, the company drives the client's phone calls to the Internet, where remote control sessions are launched using support. The most usable service is file transfer that let quickly send an archive, program or file folders to the client.

Cesar Negrete, Technical Services Manager of TAO, asserts several reasons why support implementation has been a success.

"Before choosing support we analyzed different remote control solutions on the market. Among them we tried open source solutions that did not work automatically and ASP services that charged according to the amount of time that you used the remote control service. In support those problems do not exist; the installation is immediate and the price depends exclusively on the number of operators contracted irrespective of the number of computers in which we launch the remote control and the time that we use this service".

Thirdly, support complies with the demanding security measures of Gedas Group. All the remote control sessions are completely encrypted with the 256 bit Rijndael protocol chosen by the National Institute of Standards and Technology

Benefits

- support allows TAO to reduce service costs
- The remote control session with support can be used from any computer with Internet connection
- It is not necessary to configure ports and negotiates NAT, firewalls and proxies
- No pre-installation necessary
- The remote control session is encrypted, so it is 100% secure
- Client satisfaction increases dramatically

Success story approved by TAO (Gedas Group)
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About Net Transmit and Receive: NTR is a Spanish technology company that develops advanced and innovative communication and collaboration solutions. Its principal activity is to research and develop tools that allow companies to improve their communication and technical support processes (Helpdesks), be they internal or external.

To learn more about NTR global and our on-demand remote support solution NTR support, visit <http://www.ntrsupport.com>, send us an e-mail or call.



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